

Out of Warranty Service - Commercial

Where the standard warranty period has expired or the warranty product purchased does not include coverage for Accidental Damage, customers may be eligible for a replacement for an Out of Warranty service fee.

Customers requesting an Out of Warranty replacement must ship their non-functioning device back to Microsoft before receiving a replacement device. Once the non-functioning device is received at the Microsoft Service Centre customers can expect a 5-8 business day turnaround.

Devices with liquid damage do not qualify for the Out of Warranty service. The Out of Warranty service is not available for accessories.

Out of Warranty charges are:

Device	\$ AUD incl. GST	\$ AUD excl. GST
Surface Go	396.00	360.00
Surface Pro X	794.20	722.00
Surface Pro 7	716.10	651.00
Surface Pro 6	716.10	651.00
Surface Pro 5	716.10	651.00
Surface Pro 4	953.70	867.00
Surface Laptop 3 15"	874.50	795.00
Surface Laptop 3 13.5"	794.20	722.00
Surface Laptop 2	716.10	651.00
Surface Book 2 15"	1032.90	939.00
Surface Book 2 13"	953.70	867.00
Surface Studio 2	1431.10	1,301.00
Surface Hub 2	3,977.60	3,616.00
Surface Hub 2 AC Power Cord	149.60	136.00
Surface Hub 2 Bump Cover	1,207.80	1,098.00
Surface Hub 2 Bump Speaker	1,192.40	1,084.00
Surface Hub 2 Camera	317.90	289.00

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Out of Warranty charges are:

Device	\$ AUD incl. GST	\$ AUD excl. GST
Surface Hub 2 Compute Fan	1,192.40	1,084.00
Surface Hub 2 Compute Module (Customer repair)	730.40	664.00
Surface Hub 2 Compute Module (Unisys onsite)	1,622.50	1,475.00
Surface Hub 2 PSU + LED Driver	1,367.30	1,243.00
Surface Hub 2 PSU Fan	1,192.40	1,084.00
Surface Hub 2 SSD (Customer repair)	237.60	216.00
Surface Hub 2 Stylus	238.70	217.00
Surface Hub 2 Video Board	1,351.90	1,229.00
Surface Headphones	284.90	259.00
Surface Headphones Ear Muffs	61.60	56.00
Surface Headphones Cables	46.20	42.00
Surface Headphones Carrying Case	46.20	42.00

- Customers can submit a request for an Out of Warranty replacement by contacting Microsoft Customer Service and Support (CSS) via the phone 132 058 Option 2 for Business customers, via the web or via their Authorised Device Reseller.
- A Microsoft service agent will explain the Out of Warranty conditions and process and provide a quote for the Out of Warranty service charge.
- The Customer / Reseller is required to accept the notice of the charge and agree to proceed. Customers can provide a purchase order number if their financial processes dictate a purchase order is to be provided. The invoicing entity is Microsoft Australia (AU) or Microsoft New Zealand (NZ).
- The Service Agent places an order for a replacement device and a shipping label is sent to the Customer for the Customer to ship the device to Microsoft.
- An Out of Warranty invoice including GST will be issued to the entity to which the device is registered i.e. end customer – resellers are not invoiced.

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- The invoice is generated once the device is received by Microsoft.
- The invoice will include bank details for wire transfer to a local banking institution e.g.
Bank Details: Bank of America
ABN # 29 002 589 460
BSB: 232-001
Acct No. 5201-17664-010 [*Note: the "5201" branch code should be omitted for EFT payments as this branch code (prefix) is not required for EFT transactions*]
Microsoft PTY LTD
Microsoft Park, Epping Road
North Ryde, NSW 2113
Phone: 9870-2052
- The invoice will include the original inbound device serial number(s) of the device(s).
- Standard exchange conditions apply i.e. the Customer sends the faulty unit to Microsoft and Microsoft sends a replacement unit.
- The Customer does not incur any cost for shipping of the faulty device.